



AMBASSADE
DE FRANCE
EN OUGANDA

*Liberté
Égalité
Fraternité*



Training Content

Housekeeping



Introduction Game



"Let's welcome each other as a guest"

Expectation Mapping



What do you want to learn in this training?



House Rules



**Which rules
should we use
for this training?**



What is housekeeping?



Housekeeping is the provision of clean safe environment in, hotels, hospitals and institutions.

Importance of housekeeping

1. We do housekeeping in order to provide clean, Safe comfortable, functional rooms to hotel guests.
2. It services and maintains the hotels general infrastructure
3. It is the central nerve of the hotel providing service to other hotel departments i.e. Front office, Food & Beverages department, Maintenance department, Laundry Department etc.
4. It is a major source of revenue

In a nutshell, housekeeping ensures:

1. Cleanliness
2. Maintenance
3. Guest satisfaction
4. Creating Safe Environment
5. Improved Morale

What is hygiene?



The practice through which people maintain or promote good health. Keeping yourself and your surrounding clean, especially in order to prevent illness or spread of diseases.

Be extra careful about personal hygiene. When needed disinfect, sanitize, sterilize surfaces, hands, units, surroundings and items of personal use and public use in order to break the chain of infection. All contribute to hygiene.

Types of hygiene

1. **Environmental hygiene:** Effective cleaning of surfaces and surrounding environment, using appropriate products and methods of cleaning.
2. **Domestic hygiene:** All the work done to keep people's clothes, beddings, toilet, floors etc. clean.
3. **Food hygiene:** Knowing how to avoid the spread of bacteria when cooking, preparing and storing food.
4. **Personal Hygiene:** Maintaining cleanliness of one's body and clothing to preserve overall health and well-being.

Oooh! Watch out housekeeper!



- As housekeepers, what kind of things should we watch out for?

Bed bugs

- Nocturnal parasites
- All stages feed
- Normally humans
- Feed every few days
- Can ingest 7x bodyweight
- Feeding increases with temperature
- Bugs survive 80-140 days without food
- Bites generally found on exposed skin of face, neck and arms
- Not known to carry disease at present
- Bites may cause a severe allergic reaction

- As housekeepers, what else should we watch out for?

Cost of bedbugs to the hotel:

1. Cost of treatments
2. Money back on rooms etc.
3. Loss of reputation / bad publicity
4. Loss of large contracts



Where do we find bed bugs?

Bed bugs

- Bed Frames
- Mattress Seams
- Skirting Boards
- Carpets
- Wallpaper
- Electrical Fittings
- Phones
- i.e. EVERYWHERE

Initial treatment once bed bugs are spotted:

1. Pest controller will need to inspect the room + all adjacent rooms.
2. Residual insecticide will be applied to infested rooms.
3. It may be necessary to throw out furniture or bedding.
4. Bag up linen & bedding etc. for cleaning.
5. Leave treated rooms for 3 days.



Housekeeping tasks and when to do them

Time shift/s	Housekeeping activities
7:00AM - 3:00PM	Cleaning all check outs, prepare all vacants & make-up
3:00PM - 11:00PM	Completing the due outs, periodic cleaning, night check-outs, turn down services & general cleaning
11:00PM - 7:00AM	Cleaning all public areas, cleaning of all stores, replenishment of stock, preparations of function rooms.
8:00AM - 5:00PM (The straight shift)	Work in the linen room
ALTERNATIVE SHIFTS	<ul style="list-style-type: none">• Relieving during peak hours• Cleaning check outs• Cleaning make-ups• Cleaning vacants

Tea Break!



The roles and responsibilities of a housekeeper



1. Clean and reset guest bedroom and bathroom areas according to established standards.
2. Organize and stock cleaning trolley and organize linen closets on floors assigned.
3. Complete accurately, and in a timely manner, any assigned paperwork.
4. Perform general cleaning tasks using standard hotel cleaning products to adhere to health standards.
5. To carry out turndown following the procedures for this service.
6. Maintain, at all times, a neat and clean professional appearance.
7. Be flexible with working hours due to shifts in the department.
8. To carry out tasks in a safe, hygienic and efficient manner in accordance with training given.
9. Report and missing or damaged items immediately to the supervisor.
10. Follow the procedures for reporting the lost and found items.
11. Operate department equipment correctly as per training and report maintenance requirements immediately to supervisor. Maintain work area, tools and equipment in a clean organized and safe condition.
12. Perform other duties as requested, such as cleaning unexpected spills and executing special guest requests.
13. Assist other housekeeping colleagues in maintaining clean and organized work in public areas.
14. Comply with all Corporate and Hotel Standards and Procedures.
15. Actively promote a work environment, which cares for guests and colleagues alike.
16. Coordinate with other departments for the betterment of the customers and hotel. (Team work)

Qualities of a good housekeeper



1. Integrity/reliable
2. Courteous
3. Good communication skills
4. Observant / vigilant/Attention to details
5. Healthy
6. Strong
7. Thorough
8. Perfect grooming
9. Pleasant
10. Able to work for long hours
11. Can work under a lot of pressure
12. Self motivated.
13. Honest and trustworthy
14. Flexible and adaptable
15. Self control
16. Creative
17. Time management
18. Hardworking
19. Customer service
20. Tact and diplomacy
21. Co-operative
22. Hygienic
23. Confident
24. Good attitude towards work
25. Organizational skills
26. Problem solving skills

Housekeeping etiquette/code of conduct



What are the do's and don'ts that every housekeeper should know?

1. Do treat all Guests with Kindness
2. Don't invite people (friends & Family to the property)
3. Do always behave like a professional
4. Don't permit any entry to the room unless it is the registered guest.
5. Check with the reception which rooms to be cleaned.
6. Always self announce before entering any room (knock 3 times)
7. Always use the right protective gear
8. Respect guest property
9. Maintain confidentiality
10. Maintain personal hygiene
11. Follow right procedures in handling emergency cases
e.g. first aid in case of guest sickness, death etc.

Self Tipping is Stealing





Handling guest complaints!



The actions to be taken in case a guest complains:

1. Listen
2. Take down notes
3. Apologize
4. Empathize
5. Clarify the complaint
6. Inform what you intend to do and involve guest in the decision making
7. Report complaints you cannot handle, otherwise sort out the problem.
8. Follow up with the complaint.
9. Get back to the guest.
10. Thank the guest for raising the concern, and always maintain eye contact.

Never;

1. Argue with the guest
2. Talk down the guest
3. Promise what you can not fulfill.
4. Lay blame on another department.
5. Dictate to the guest.
6. Talk about the guest problem in the hearing of another guest.

Tea Break!



Trolley stocking and preparation



All housekeeping service trolleys/baskets are sufficiently stocked with linen and guest supplies for the full day's Room cleaning schedule. All trolleys are well-organized, stocked and in good repair. Cleaning equipment is in good working order and well-maintained.

- 1) Linen
- 2) Cleaning Materials
- 3) Guest supplies



Housekeeping cleaning supplies



1. Toilet brush.
2. Grout brush.
3. Scrub brush.
4. Rubber gloves.
5. Mops.
6. Squeeze.
7. Toilet bowl cleaner (Harpic, Vim).
8. Grout & tile cleaner.
9. All-purpose cleaner.
10. Glass cleaner (window pane).
11. Tub and tile cleaner.
12. Disinfectant sprays and wipes (sanitizer).
13. Air fresheners.
14. Baking soda.
15. White vinegar.
16. Surgical spirit.
17. Bleach.
18. Sanitizers and Sprays.
19. Air and water purifiers
20. Surface wipes.
21. Lime scale (hard salt) remover.
22. Grout cleaner.
23. Glass cleaner (window pane).
24. Liquid soap or washing powder
25. Pledge. It's a mild surface cleaner spray that gently cleans and polishes most hard surfaces by removing dust and messes without damaging surfaces.

Guest supplies & amenities to consider



Linen:

- 2 x bath sheets
- 2 x hand towels
- 2 x bath robes

Bathroom Supplies

- Soap
- 1 x Corporate shampoo
- 1 x Corporate bath foam
- 1 x 40g Corporate bath soap
- 1 x boxed shower cap
- 1 x corporate body lotion
- 2 x rolls 2 ply toilet paper
- 1 x 2 ply tissues
- 1 x bath mat
- 1 x 40g Corporate bath
- 2 x boxed corporate sanitary bags

Other supplies:

- 1 x Water
- Flask/Bottles
- 1 x Disposal Bin
- 2 x glasses
- Fruit bowl,
- Plants,
- Satellite television,
- Remote controls,
- Pay channels, videos,
- Books, magazines,
- Suit stand,
- Suit press,
- Mending kit,
- Potpourri,
- Bedroom slippers
- Shoe polishing cloth or pad,
- Biscuits
- Pack of cards, games,
- Sweets, mints or chocolates,
- Tea tray,
- Variety of teas and coffees,
- Fresh milk
- Comprehensive room information, well presented
- Mini bar, etc.

Cleaning materials/equipment/tools



Housekeeping cleaning tools



1. Vacuum cleaner.
2. Dust pan and broom.
3. Scrub brushes.
4. Toilet brushes.
5. Sponges.
6. Spray bottle.
7. Micro fiber cleaning clothes/ lint free clothes.
8. Mop.
9. Bucket.
10. Multi-purpose duster.
11. Gloves.
12. Cobweb remover.
13. Squeeze.
14. Dusters.
15. Floor cleaning cloths.
16. Plunger.
17. Trolley.

What is wrong/right here?





Procedures for cleaning a guest room

Cleaning a bedroom in housekeeping typically involves a systematic approach to ensure thoroughness and efficiency. Here are the general steps taken:

1. Preparation:

- Gather all necessary cleaning supplies and equipment (vacuum, mop, cleaning cloths, detergents, trash bags, etc.).
- Ensure you have fresh linens, towels, and any other required items.

2. Before entering the guest room;

- Knock and wait for a reply
- If room is occupied – greet, apologies and explain.
- Explain who you are.
- Explain what you do.
- If guest is sleeping –Depart.
- Dnd – time limit.

3. After entering is done

- All lights turned on- drapes and windows opened.
- LOST AND FIND – check-out.

Cleaning a guest room cont.



4. Decluttering:

- Remove any trash from bins and around the room.
- Pick up any clutter, such as clothes, shoes, and personal items, and place them where they belong or set them aside for the guest.

5. Stripping the Bed:

- Remove used linens, pillowcases, and bedding. Place them in a laundry bag or designated area for washing.
- Inspect the mattress for stains and spot-clean if necessary.

6. Dusting:

- Dust all surfaces, starting from the highest points and working your way down (e.g., ceiling fans, light fixtures, shelves, picture frames, furniture).
- Pay special attention to corners, baseboards, and other areas where dust collects.

7. Cleaning Surfaces:

- Wipe down and disinfect all surfaces, including countertops, tables, desks, and bedside tables.
- Clean and sanitize frequently touched items like light switches, door handles, and remote controls.

Cleaning a guest room cont.

8. Mirrors and Glass:

- Clean mirrors and any glass surfaces with a suitable cleaner to remove smudges and fingerprints.

9. Vacuuming:

- Vacuum carpets, rugs, and any upholstered furniture.
- Sweep and mop hard floors, paying attention to corners and edges.

10. Making the Bed:

- Place fresh linens and bedding on the bed. Ensure the sheets are smooth and wrinkle-free.
- Arrange pillows neatly and add any decorative items like bed runners or cushions.

11. Bathroom Cleaning:

- If the bedroom includes an en-suite bathroom, clean it thoroughly. This involves cleaning the toilet, sink, shower/tub, mirrors, and floors.

Bathroom



Procedures for cleaning a guest bathroom



1. Preparation

- **Gather Supplies:** Ensure you have all necessary cleaning supplies and equipment: gloves, cleaning cloths, mop, toilet brush, bathroom cleaner, glass cleaner, disinfectant, garbage bags, and air freshener.
- **Ventilate the Room:** Open windows or turn on the exhaust fan for ventilation.

2. Initial Inspection

- **Check for Damages:** Look for any damages or maintenance issues and report them immediately.
- **Remove Used Items:** Collect used towels, bathrobes, and any personal items left behind. Place them in a laundry bag.
- **Empty Trash:** Remove the trash bag, tie it securely, and replace it with a new one.

Cleaning a guest bathroom cont.



3. Cleaning the Bathroom

Toilet

- Apply toilet cleaner inside the bowl, including under the rim.
- Let it sit while you clean other areas.
- Scrub with a toilet brush and flush.
- Wipe the exterior, seat, and handle with disinfectant.

Sink and Counter

- Remove items from the counter.
- Spray sink and counter with bathroom cleaner.
- Scrub the sink, faucet, and counter.
- Rinse and dry with a clean cloth.
- Wipe mirrors and fixtures with glass cleaner to remove spots and streaks.

Shower/Bathtub

- Remove any used products.
- Spray walls, fixtures, and tub with bathroom cleaner.
- Scrub thoroughly, focusing on grout lines and soap scum.
- Rinse with water and dry with a cloth.
- Clean glass doors or curtains with glass cleaner.

Cleaning a guest bathroom cont.



Floor

- Sweep or vacuum the floor.
- Mop with an appropriate floor cleaner, starting from the farthest point and working toward the door.

Restocking and Final Touches

- Restock Supplies: Replace towels, toiletries, toilet paper, and other amenities.
- Arrange Items Neatly: Ensure everything is neatly arranged and in place.
- Inspect: Double-check that everything is clean and in order.
- Air Freshener: Spray a light mist of air freshener if necessary.

Final Check

- Ensure the bathroom door and all surfaces are clean and dry.
- Close the bathroom door to signal completion.

Report

- Report any remaining issues or restocking needs to the appropriate department.
- By following these steps, housekeeping staff can ensure that guest bathrooms are thoroughly cleaned and maintained to a high standard, providing a pleasant and hygienic experience for guests.

Tea Break!

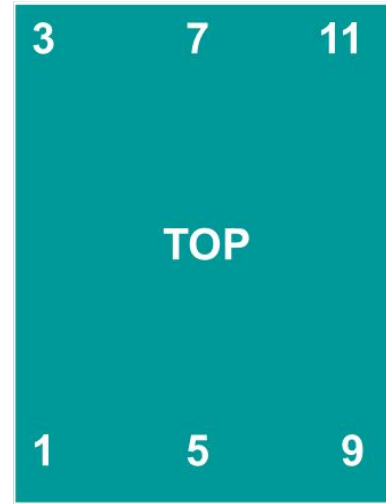


Making the bed



1. Bed linen is stripped according to room status (i.e. departure, stayover, arrival) and Hotel's procedure.
2. Soiled and used linen is sorted and prepared for dispatch.
3. Mattresses are turned as appropriate in accordance with Hotel procedure.
4. Bed base, headboard and bed coverings are clean and free from damage.
5. Clean linen is checked for required standards and bed is neatly made with correct linen and bed coverings, with no stains, holes or loose threads in the bedding materials.

- 1, 5, 9: January, May, September
2, 6, 10: February, June, October
3, 7, 11: March, July, November
4, 8, 12: April, August, December



Ideal guest room



Let's check the room;



1. Lights working?
2. TV and radio stations correctly tuned in?
3. Clock radios set to correct time/station?
4. Telephone working?
5. Air conditioning working?
6. Kettle working?
7. Toilet paper/towels/soap etc. replenished?
8. Tea/Coffee packs replenished?
9. All room stationary, marketing material, printed material and forms, etc. replenished?
10. Curtain hooks on rails and curtains hang and close correctly?

Also note that:

1. Guest rooms must have a pleasant, fresh and clean fragrance and be free of any unpleasant odors. All rooms with a smoking odor must be purified prior to offering the room to a new guest.
2. All furniture and guest supplies must be neatly positioned to provide an orderly and "finished" appearance.

Let's turndown;



1. The "Knocking and Entering" Procedure is performed before entering a guest room.
2. Wastepaper baskets are emptied, and ashtrays emptied and cleaned.
3. All Room Service trays are removed.
4. Curtains are drawn closed and bedside lamps are turned on.
5. The bedspread is drawn back, folded and placed in cupboard.
6. The bed is turned down on side nearest bedroom door and pillows puffed.
7. Soiled/ used towels are changed, guest amenities replenished, if necessary.
8. Beverage packs replaced where necessary.
9. Flask is refilled with fresh ice.
10. The bath/ shower and surrounding area is cleaned and dried, if necessary.



Tea Break!



Environmental sustainability and green jobs!



The term environmental sustainability refers to every effort geared towards environmental management, protection, restoration and preservation. This includes all activities that aim at preventing/minimizing natural resource depletion, air/water pollution, waste, noise etc. It also encompasses all activities that preserve biodiversity, landscapes and also encourage others to do so.

When an employees' work entails the above, it is considered as a GREEN job!

Components of environmental sustainability

1. Makes use of solar panels, hydroelectricity etc.
2. Uses organically grown food/ingredients where possible.
3. Actively promotes vegetarian and vegan dishes instead of meat.
4. Offers filtered/treated or other types of water from a sustainable source e.g. pumped underground water or rain harvested water.
5. Saves energy through using energy saving bulbs, motion sensors, manually operated machines etc.
6. Saves water and other amenities through encouraging staff and guests to use them sparingly e.g. reuse of towels, beddings, toilet paper etc.
7. Deploys sustainable waste management practices and goods/processes e.g. by recycling waste, using charcoal briquettes, using energy saving cook stoves
8. Minimizes air pollution through the use of more-efficient wood-burning stoves, incinerators, sock pits, not burning rubbish etc.
9. Limits the use of single-use plastics.
10. Minimizes the use of paper in operations.
11. Uses sustainable building methods and materials e.g. bamboo, recycled steel etc.
12. Makes use of eco-friendly housekeeping and kitchen products, and limits the use of insecticides and other pesticides.
13. Offers tourism activities with a limited environmental footprint.
14. Limits the use of cars by offering shared-ride options and promoting bicycle and public transport use.
15. Actively invests time and/or money in the conservation of natural resources and biodiversity, i.e. trees, animals, water, soil, organic farming methods etc.
16. Sensitizes tourists about the need for safeguarding the environment and sustainable practices.

Tea Break!



Decent work



The term decent work refers to work which is productive for women and men in conditions of freedom, equity, security and human dignity. This includes promoting jobs and enterprise, guaranteeing rights at work, extending social protection and promoting social dialogue.

Components of decent work

1. Employee working contracts.
2. Social security e.g. NSSF and or Medical care.
3. Known policy on average working hours.
4. Competitive salaries above 192,000 SHS.
5. Known policy on overtime and compensation.
6. Other incentives or perks, such as uniforms, accommodation and meals.
7. Known policy on problem solving capacity.
8. Known policy on consultation procedures.
9. Known policy on Negotiation
10. Clear exchange of information.
11. Routine safety meetings.
12. Regular equipment inspections.
13. Personal Protective Equipment (PPE).
14. Safety trainings for employees.
15. Safety labels and signs at the company.
16. Safety protocols.
17. Occupational health & safety policies
18. Hazard identification & assessment of risks.
19. Staff inclusion in policy making.
20. Entitlement to annual leave.
21. Entitlement to capacity building and development.
22. Retirement benefits for long serving employee.
23. Written decent work policy or document at work.

Sample housekeepers contract



This Contract of Employment sets out particulars of the main terms on which employs:

1. **NAME:** _____
2. **ADDRESS:** _____
3. **JOB TITLE:** _____
4. **COMMENCEMENT DATE:** _____
5. **TERM OF EMPLOYMENT:** _____
6. **PROBATION PERIOD:** _____
7. **SALARY:** _____

- (a) Your salary is payable monthly at the end of each month in full by cash.
- (b) Your salary is set at such a level as to compensate for the need for occasional additional hours at work.
- (c) Your salary is subject to NSSF, PAYE and Local Service Tax deductions.

8. **PLACE OF WORK:** _____, KAMPALA, UGANDA
9. **HOURS OF WORK:** _____

10. GENERAL RULES OF EMPLOYMENT

- (a) You shall carry out duties as per your job description and as directed and necessitated by your Superior(s).
- (b) During holiday and busy periods, etc. it may be necessary for you to take over some duties normally performed by other Employees.
- (d) You are expected to report for work at least 15 (fifteen) minutes before your listed hour, so as to allow for any preparation for your duties.
- (e) The following shall be prohibited during working hours and subject to disciplinary action in addition to the misdemeanors listed in Paragraph XX below:
 - (i) Use of mobile devices, including phones, radios etc.
 - (ii) The consumption of alcohol

Contract (Cont. ...)



11. **ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS**

12. **SICKNESS PAY AND CONDITIONS**

13. **SAFEGUARDS**

- (a) We reserve the right to carry out searches of employees and their property (including vehicles) whilst they are on our premises or business.
- (b) If you are suffering from an infectious or contagious disease or illness you must notify us immediately.

14. **CAPABILITY AND DISCIPLINARY PROCEDURES**

- (i) Theft
 - (ii) Physical abuse including sexual abuse and/or harassment
- Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with the Manager in writing.

15. **NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER/EMPLOYEE e.g;**

- (a) On completion of probationary period but less than 1 years' service: 14 (fourteen) days
- (b) Between 1 year and 5 years: 1 month

16. **PAY IN LIEU**

- (a) The Company reserves the contractual right to give pay in lieu of all or any part of the above notice by either party.

17. **TRANSITION**

- (a) This contract supersedes and nullifies any other employment contract entered into between the employer and the employee.

NAME

SIGNATURE

DATE

Avoiding sexual harassment!



- When someone carries out unwanted sexual behavior that makes someone feel upset, scared, offended or humiliated or is meant to make them feel that way.
- It's a type of sexual violence, just like rape and sexual assault.
- It can have serious impact on your physical and mental health.

Some signs, symptoms and actions of sexual harassment

1. Sexual gestures/suggestive looks/sexual jokes/requests
2. Displaying images/body of a sexual nature
3. Unwanted physical contact of a sexual nature

(Sexual harassment can be among internal guests and external guests. No case is better than the other)

How to minimize/prevent harassment

1. Make prevention a company priority
2. Educate employees about harassment
3. Take swift and decisive actions
4. Tighten up on the legal action
5. Involve employees in forming the harassment policy
6. **Always be alert, don't be caught unaware!**



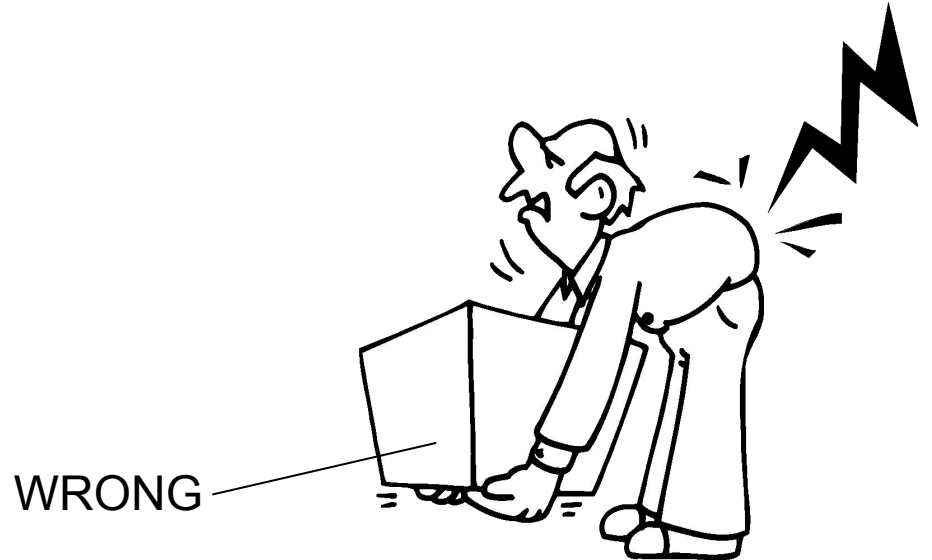
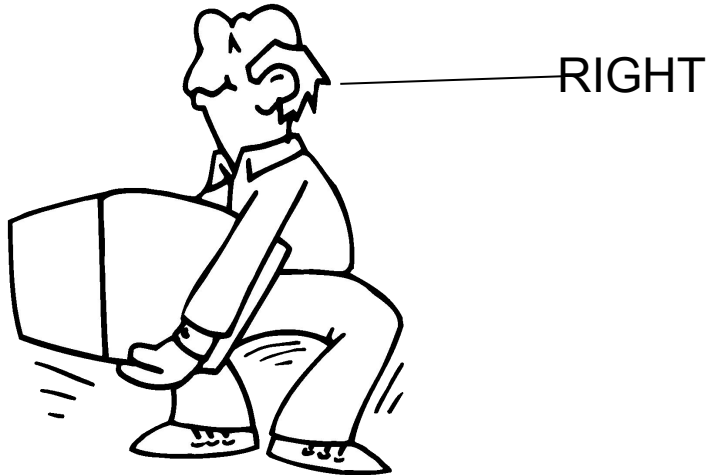
Actions to be taken in the face of sexual harassment

1. Ask the harasser to stop
2. Report to management
3. Cooperate in your employer's investigation
4. Contact the proper authorities
5. Contact an attorney

Bonus point!

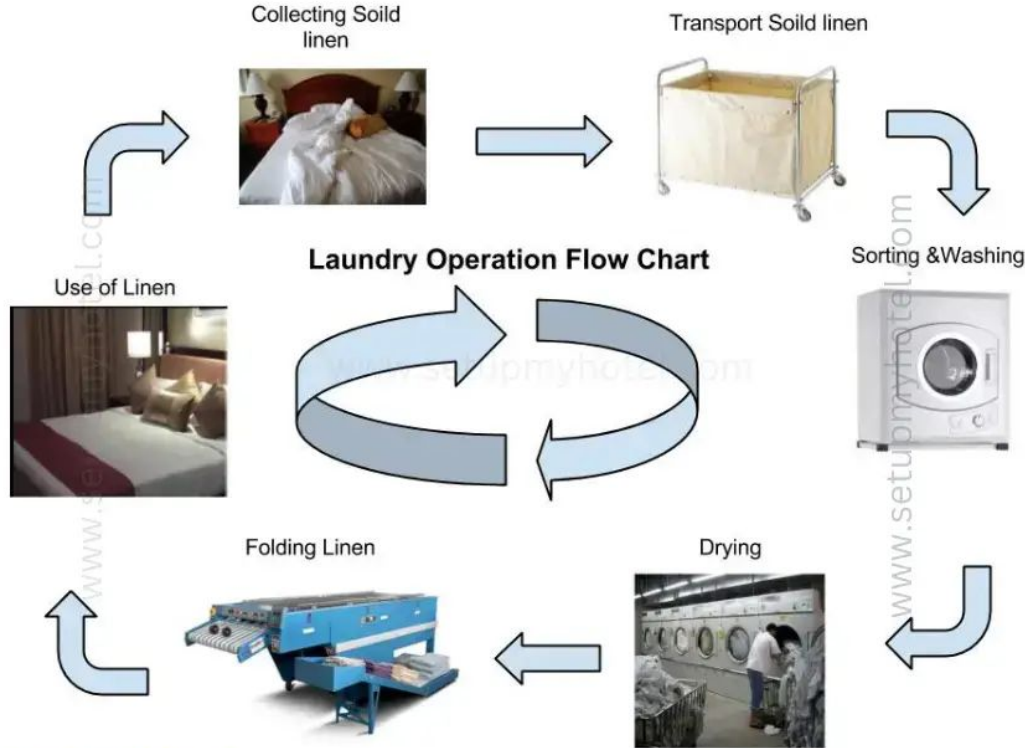
If you have to lift anything while housekeeping:

1. Keep the load **close** to your body
2. Use a **squat** lifting posture
3. Keep your back **straight**
4. Lift in **stages**
5. Get a good **firm** grip
6. Spread your **feet apart**
7. Make sure you can **see** over the load





Hotel Laundry Operations and Flow-Chart



Hotel Laundry Operations and Flow-Chart



The Laundry basic cycle in a hotel.

1. Collect soiled linen
2. Transport soiled linen to the Laundry.
3. Sorting of linen, guest items and staff uniforms.
4. Washing & dry cleaning.
5. Drying
6. Folding linen & uniforms

Standard procedures for making guest laundry (machine or make/label)



1. Sorting the linen in different colours, textures and cleaning care requirements (coding)
 - Flatwork (e.g. sheets, pillows, tablecloth)
 - Terry Fabrics (e.g. towels, bathmats, guest gowns)
 - Personal clothing (guests, staff uniforms)
 - Cleaning sundries (dusters, rags, mop heads)
1. Stain and soil removal. (pre- treating stains)
2. Selection of right processing (Laundry or Dry Cleaning)
3. Loading the washer.
4. selecting detergent and setting washing cycle.
5. For manual washing long pre-soaking in warm water and hand washing, put emphasis on stain areas (spots, collars, hems, cuffs)

Laundry key operational points - Controls



1. Article shall be received, recorded and marked
2. Article shall be cleaned as per care label.
3. Article shall be finished as per care label.
4. Article shall be stored appropriately. (packaging, shelving)
5. Finished article shall be packed and dispatched to the respective outlet (hotel or guest room/laundry shop)
6. Issuing records shall be maintained
7. The day summary of cleaned articles shall be prepared for Billing
8. Ensure to record – receipts , laundry summary sheets, laundry receiving book and delivery book.

Tea Break!



